Figure 1: NLO Network members, ENISA staff and other stakeholders

Why are relations with EU bodies and the Member States important?

One of ENISA's key objectives is to act as a Centre of Excellence, advising and assisting European Union (EU) bodies and Member States in Network and Information Security (NIS). Therefore relations with EU institutions – in particular with the Council, the European Parliament and the European Commission – and the Member States are vital for ENISA.

How does ENISA work for these stakeholders?

ENISA can be seen as a 'switchboard' fostering information exchange and cooperation between all stakeholders (EU bodies, EU Member States, industry, the academic world and consumer interest organisations) in the field of NIS. In this way, ENISA enhances the capability of the Commission, other EU bodies and the Member States to prevent, address and respond to NIS problems.

Establishing and managing the network of National Liaison Officers

In addition to having the EU Member States on the ENISA Management Board, ENISA's informal network of National Liaison Officers (NLOs) serves as the primary contact point of ENISA to the Member States. The NLO Network provides an arena for all actors to exchange information amongst themselves and the three major EU institutions (the Council, the European Parliament and the European Commission). At the same time, ENISA gives the NLOs the possibility of reinforcing the Agency's activities in the Member States.

Responding to requests

One of ENISA's tasks is to respond to requests from the European Parliament, the European Commission, National Regulatory Authorities (as defined by the Directive 2002/21/EC) and competent Member State bodies.

Since starting operations in September 2005, ENISA has received a number of requests, including the following examples:

- In 2007, the Austrian Federal Chancellery asked ENISA for advice on a risk management and analysis questionnaire. A report was subsequently produced by ENISA for Austria in July 2007.

- The Greek Ministry of Justice requested advice in 2007 on the use of voice telephony encryption systems in EU Member States concerning mobile and fixed networks. ENISA provided an answer to the requested information.

- ENISA carried out a feasibility study on a European Information Sharing and Alert System (EISAS) as a result of a European Commission request.

- In response to another call for advice on data collection of security incidents, ENISA organised a workshop entitled "Partnership for Information Security Data Exchange" and produced a report in December 2007.

- ENISA produces an annual anti-spam report following a European Commission request. The report outlines technical and organisational measures which electronic communication service providers take with regard to IT security measures against spam.

The European NIS Good Practice Brokerage

ENISA facilitates a European NIS 'market place' by acting as a broker to enhance the exchange of good practices between Member States. This brokerage is essential to increase the level of NIS on a pan-European scale. Several Member States already share experiences in NIS but, in order to further develop EU-wide NIS capabilities, it is important that more Member States are involved in this process.

It is also essential to cover additional NIS areas and that a more structured basis is given to the exchange of good practices. ENISA, with the support of the NLOs and other Member States representatives, identifies supply and demand and how countries can co-operate. Furthermore, the Agency injects its technical expertise into joint initiatives, encouraging a dialogue between different stakeholders and supporting the dissemination of the results of the co-ordination initiatives. ENISA's NIS brokerage in action contributes, for example, to co-operation and knowledge exchange between Hungary and Bulgaria, Finland and Slovenia and the Netherlands and Hungary.
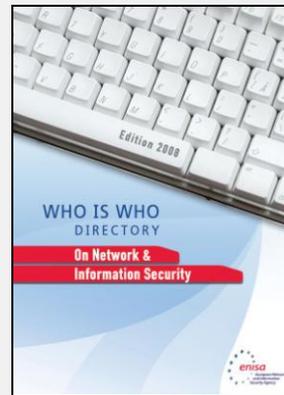
Who–is-Who Directory on NIS

In order to facilitate information exchange and co-operation in the EU, the Agency has created the *Who-is-Who Directory on NIS*. This directory contains contacts and other relevant information about authorities, bodies, companies and academic organisations in the EU Member States and at the EU level acting in the field of NIS.

I want to know more…

Please visit our website regularly (http://www.enisa.europa.eu), or email us at info@enisa.europa.eu).